

**2005
LIHEAP
PROGRAM
YEAR**

LIHEAP ELIGIBILITY AND VERIFICATION GUIDE

Department of Community Services and Development

A Complete Guide for HEAP Intake

Introduction

The LIHEAP Eligibility and Verification Guide is designed to be an easy to use reference for determining LIHEAP Eligibility and processing intake forms.

The guide contains pertinent information regarding LIHEAP eligibility and documentation verification, policies and procedural requirements, general information on program year specific benefit levels and income eligibility. Sections include:

- New information for the Program Year 2005
- Criteria for Eligibility
- Energy and Income Document Requirements
- Other General Information

Each year, the manual will be updated to include changes to policies, procedures and eligibility requirements.

Table of Contents

Section 1 WHAT'S NEW FOR 2005

Fast Track Supplemental	2
Calculating Energy Costs	8
2005 Income Guidelines	9
Payment Tables	10
Old Issues Revisited	11

Section 2 CRITERIA FOR ELIGIBILITY

Definition of a Household	1
Definition of a Dwelling	1
Ineligible Households	2
Exceptions	2

Section 3 PROOF OF INCOME

Calculating Monthly Income	1
Acceptable/Unacceptable Documents	2
Sources Considered Income	15
Sources Not Considered Income	16

Section 4 ENERGY BILLS

Prioritization	2
Energy Burden	3
Subsidized Housing	4
Energy Bill Criteria	5
Energy Costs Included in Rent	6

Section 5 PAYMENTS

Criteria for Fast Track	1
-------------------------	---

Section 6 RESOURCES FROM CSD

Client File Criteria	2
Help Desk Contacts	
Intake Forms	
Fact Sheets	
Documentation Calendar	
Zip Code Lists for LA and San Diego	

What's New for Program Year 2005

Fast Track Supplemental

Calculating Energy Costs

Income Guidelines

Payment Tables

Old Issues Revisited

Fast Track Supplemental

DESCRIPTION

Fast Track benefits provide assistance to clients experiencing a crisis with utility energy services. Fast Track benefits can be used to establish a new utility account, prevent service disconnection, or provide for the reconnection of services when services have been disconnected.

Historically, Fast Track benefits were determined using a formula consisting of the HEAP payment amount, plus an additional \$50.00. Using the formula determined benefit amounts has proven effective in servicing the majority of crisis needs, except for the energy needs of those clients with high past due energy bills.

Effective with the 2005 program year, CSD has implemented policy changes to Fast Track by providing Agencies with the ability to increase the Fast Track base amount by adding a supplemental benefit. Under the Fast Track supplemental benefit provision the total amount of the Fast Track payment cannot exceed the total amount of the entire bill or \$1,000 which ever is less.

Processing a Fast Track Supplemental Payment

For Program Year 2005 the Fast Track program will allow for a supplemental benefit amount. The process begins when the Fast Track program is selected on the Customer Data page. It continues by entering the customer data, income verification if applicable and proceeding to the Energy page.

CHANGES FOR 2005

ENERGY PAGE

Energy Type	Energy Utility	Account Number	Status	Bill Amt.	No. Days	Total Bill Amt.	Monthly Pay?
Electricity	Pacific Gas & Electric Company	ABC56461409	Good	90.00	34	800.00	79.41 YES
Gas							NO
Other 1							
Other 2							

Calculated Total Energy Costs: 79.41

Electric Billing Service Address
Non-Standard Name (If two names appear on the bill)
CLARISSA YESCAS
Billing Address 1
Billing Address 2
Billing City
State Billing ZIP Code

Gas Billing Service Address
Non-Standard Name (If two names appear on the bill)
Billing Address 1
Billing Address 2
Billing City
State Billing ZIP Code

➤ Enter:

- Energy Utility - Company name
- Account Number – from the utility bill
- Status – good or deficient
- Bill Amt - current energy cost, (please see new guidelines on current energy costs)
- No. Days - number of days covered by the current usage billing
- Total Bill Amt - the total bill amount owed at the time of the intake process, this includes all current energy charges, arrearages, fees, surcharges, and taxes per utility company bill. This must be entered for both the HEAP and Fast Track programs. Energy information for gas or electric must be entered on a separate line unless the same company provides both gas and electric.
- Energy Utility - The utility company that is Xfer (transferred) from the Customer Data Page will be the one selected for payment.
- Billing Service Address - the electric and/or gas billing address, city, state, and zip code.
- Click Save Energy Data button.

CHANGES FOR 2005

- Agencies will no longer be able to place a Fast Track application in “Pending” status.
- Once the Household Energy Data page is saved and the application is deemed eligible for payment, the Fast Track base payment amount is set. If no additional payment is to be added, the application is now complete.

PAYMENT HISTORY PAGE

It is on this page, the user will enter the supplemental benefit amount for Fast Track Payments. If the total bill amount is less than the Fast Track base amount, an additional amount cannot be added.

- Click on the Payment History page tab.

- The base payment amount is labeled the “eligible amount” on this page
- Click into the “Enter the total payable amount” box.
- Enter the total payable amount to be paid to the customer. (This amount includes the base payment amount plus the supplemental amount)
- The total bill amount must not be greater than the total amount owed on the most recent utility bill or \$1,000.00 whichever is less.
- Click on the “Save” button to set the supplemental amount to be added to the eligible amount.
- This will take you to the “Save Supplemental Amount” pop-up. Click on “Return to Payments Page” button.



- To verify the total amount that will be paid to the customer's bill, add the "Eligible amount" with the "Supplemental amount."

These steps must be completed to process a Fast Track application for a Supplemental amount.

Road Bumps

Errors may occur if this process is not completed correctly.

- The total bill amount must be entered on the Energy Page prior to opening the Payment History page. This field is now required for both HEAP and Fast Track process.
- If the Total Payable Amount is greater than the entire bill amount or over \$1,000.00 an "Error" message will pop up indicating the problem. You must resolve the error by entering the corrected amount to process for payment.
- The Total Payable Amount will only accept an entry if the record is eligible and has been selected for a Fast Track payment.
- The system will not allow a supplemental payment that exceeds the total remaining allocation amount plus one payment in the amount of their highest benefit level.

Calculating Monthly Energy Costs

Beginning with the 2005 program year, for both HEAP and Fast Track, the monthly energy cost will consist of the entire amount owed for the current month. In previous years only the usage amount, less any tax and/or surcharge, was considered in calculating the energy burden. It has now been expanded to include usage and all monthly charges for the current month.

For Example:

Summary of Charges	CARE Discount Applied		Amount
Customer Charge	29 Days	x 0.13151= \$	3.81
CARE Baseline	14 Therms	x 0.61643=	8.63
CARE Over Baseline	15 Therms	x 0.76267=	11.44
Gas Charges			23.88
State Regulatory Fee	29 Therms	x 0.00076=	0.02
CARE Public Purpose Surcharge	29 Therms	x 0.01881=	0.55
Taxes & Fees on Gas Charges			0.57
Total Gas Charges Including Taxes and Fees			24.45
			<hr/>
	Current Level Pay Amount		34..00
			<hr/>
Total Amount Due			34.00

The total amount of monthly energy cost is \$24.45

LIHEAP Income Eligibility Guidelines 2005 PY

HH	Monthly Income	Yearly Income
1	\$1,709.92	\$20,519.00
2	\$2,236.08	\$26,833.00
3	\$2,762.17	\$33,146.00
4	\$3,288.33	\$39,460.00
5	\$3,814.42	\$45,773.00
6	\$4,340.58	\$52,087.00
7	\$4,439.25	\$53,271.00
8	\$4,537.92	\$54,455.00
9	\$4,636.58	\$55,639.00
10	\$4,735.17	\$56,822.00
11	\$4,833.83	\$58,006.00
12	\$4,932.50	\$59,190.00
13	\$5,031.17	\$60,374.00
14	\$5,129.83	\$61,558.00
15	\$5,228.42	\$62,741.00
16	\$5,327.08	\$63,925.00
17	\$5,425.75	\$65,109.00
18	\$5,524.42	\$66,293.00
19	\$5,623.08	\$67,477.00
20	\$5,721.67	\$68,660.00
21	\$5,820.33	\$69,844.00
22	\$5,919.00	\$71,028.00
23	\$6,017.67	\$72,212.00
24	\$6,116.33	\$73,396.00
25	\$6,214.92	\$74,579.00

Payment Tables

Individual Agency tables will be mailed and posted on CSD's website on January 7, 2005.

Benefit levels for gas and electric utility bill assistance are determined using a formula that takes into consideration factors that include the household size, the household gross monthly income and energy costs within the residing county. The formula evaluates the household income in relation to the Federal Poverty Guidelines, as published by the Department of Health and Human Services. This evaluation of client income combined with other formula factors and considerations (i.e. energy costs) enables the department to establish benefits that are both proportionate to need and income level. As a result, benefits are established and structured with the highest possible benefit assigned to the poverty groups representing below and slightly above poverty.

Old Issues Revisited

This section will contain clarification of the most frequently asked questions received during the prior year.

Document Locator Number (DLN)

This is a system assigned a unique number for each record in CLASS. Once assigned it cannot be used again, even if the document is deleted from the system, the number will not be reassigned. If applications are filed in batches in DLN order, an individual record can easily be retrieved. The number is assigned by CLASS the moment the record is saved.

Example:

05/888/05/000011/02

05_____Program Year

888_____Agency Code

05_____Program (05=HEAP, 07=Fast Track)

000011__Batch number

02_____Individual application number

Individual application numbers begin at 00 and end with 99

Photocopied Signatures Landlord's Statement Utilities Included in Rent

A rental agreement that does not state utilities included in rent is not valid.

- Each statement of utilities included in rent with the amount paid towards utilities must be signed and dated by landlord.
- Signature cannot be omitted
- Photocopied letters and signatures from landlords
 - Agency must keep a dated copy with a original (wet) signature on file for each multi-family dwelling. Letter must contain service address, date, and the location of the original signature.
 - This document maybe photocopied for insertion into the client file of other tenants in that building.
 - A newly signed landlord letter must be obtained each program year.

Agency Documentation When Estimating Energy Burden

- Agencies, on an exceptional basis, may estimate energy costs/energy burden when a landlord refuses to cooperate with the tenants. Letter must contain service address, date, and method for estimating energy burden.
- This document maybe photocopied for insertion into the files of other tenants in that building.
- A new estimate must be made each program year

Social Security and Supplemental Security Income Documentation

There are several methods of documenting income for SSA and SSI recipients. Printouts from the Social Security office that only indicates the current month benefit must be within 6 weeks of the intake date. It is to be treated the same as a copy of the check or a bank statement. However, a printout or letter from the Social Security office that indicates the annual benefits for the current program year, is acceptable for the entire year, regardless of the date the letter or printout was issued.

For example:

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About supplemental Security Income Payments

Beginning January 2005, the current
Supplemental Security Income payment is.....\$ 523.00

This payment amount may change from month to month if income or
Living situation changes.

Supplemental Security Income Payments are paid the month they are due. (For
Example, Supplemental Security Income Payment for March are paid in March)

Definitions

Definition of household: A household includes any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payment for energy in the form of rent.

Definition of a dwelling: A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant is intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live and eat separately from any other persons in the building and which have direct access from the outside of the building or through a common hall. The occupants may be a single family, one person living alone, two or more families living together, or any group of related or unrelated persons who share living arrangements.

CLASS Reminders

1. Direct pay HEAP and Fast Track records are processed for payment on the same timeline. When CSD processes a payrun, it selects all eligible records for payment. Direct Pay to the utility companies is usually completed within 10 business days. However, State Controllers Office issues HEAP single warrants or HEAP/Fast Track two party warrants on a shorter timeline, usually within 5 days.
2. For agencies in PG&E's service territory, pages 1 and 3 of the PG&E bill are required. Page 3 is needed to verify service address/name on account and page 1 is needed for current charges/account number.
3. Partial payments can only be reissued by CSD and only to the same utility company. Agencies must call the Help Desk staff with a request to reissue. Placing a comment in the record will not initiate a payment reissue.
4. Documents verifying income are constantly changing. When you receive a document that appears to have changed or doesn't seem to be addressed in the Eligibility and Verification Guide, please inform the Help Desk so that it can be incorporated in the next issue.

Criteria for Eligibility

An applicant for LIHEAP gas and electric benefits must first be a resident of California, meet the income guidelines, and be responsible for energy costs.

If the applicant is being served by a public agency they must also prove citizenship.

Definition of household: A household includes any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payment for energy in the form of rent.

Definition of a dwelling: A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant is intended for occupancy) as separate living quarters. Separate living quarters are those in which the occupants live and eat separately from any other persons in the building and which have direct access from the outside of the building or through a common hall. The occupants may be a single family, one person living alone, two or more families living together, or any group of related or unrelated persons who share living arrangements.

Ineligible Households

- Applicants renting a room in someone else's home. (Exception: applicant provides proof that his/her living arrangement adheres to the definition of "separate living quarters".)
- Applicants living in transitory, tent or temporary encampments such as Slab City in Niland.
- Applicants living in board-and-care facilities, nursing or convalescent homes, or in jail or prison.
- Applicants who are homeless.

Exceptions: Separate Living Quarters And Living On Boats

Applicants who provide proof that they live in separate living quarters in someone else's home, meeting the definition of separate living quarters, are eligible for HEAP Assistance: Separate living quarters are defined as: "quarters in which the occupants do not live and eat with any other persons in the structure and which have either direct access from the outside of the building or through a common hall or complete kitchen facilities for the exclusive use of the occupants".

Note: Applicants living on boats, in a marina with a dock number and utility hook-up, are eligible for HEAP Assistance.

Proof of Income

- Proof of income must be current to within 6 weeks from the intake date (unless otherwise specified by the agency).
- Income must be the total gross income before deductions.
- Income document(s) should cover a one-month period unless applicant did not work a full month.
- A single weekly or bi-weekly paycheck can be calculated using the formulas listed below to equal one month.

Calculating Income

CSD offers two calculation methods in determining monthly income. Agencies can choose any of the two calculations methods for determining monthly income. However, the selected calculation method must be consistently applied throughout the entire program in determining monthly incomes for all LIHEAP clients.

- Weekly gross income should be multiplied by 4 or 4.333 to total 1 month's income.
- Bi-weekly gross income should be multiplied by 2 or 2.167 to total 1 month's income.
- Quarterly gross income (including any interest and dividends) should be divided by 3 to arrive at a monthly average.
- Zero income must be documented on a signed self-certification statement from the applicant.

CAL WORKS

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of current check.
- Current Notice of Action.
- Current verification from worker with amount and date.
- Food Stamp verification with current income amount listed.
- Current aid printout summary.

Note: A family's monthly Food Stamp allotment amount is not considered income. Do not include the Food Stamp amount when calculating income.

Overpayment adjustments should not be deducted from the grant amount.

UNACCEPTABLE

- Outdated or altered information.
- Medi-Cal stickers or cards.
- Food Stamp verification with no income amount or date.
- CW7 Report.
- Notice of Action stating homeless aid.

PROOF OF INCOME

GR/GA

GENERAL RELIEF/GENERAL ASSISTANCE

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of current check.
- Current Notice of Action.
- Current verification from worker with amount and date.
- Food Stamp verification with the current income amount listed.
- Current aid summary.

UNACCEPTABLE

- Outdated or altered information.
- Medi-Cal stickers or cards.
- Food Stamp verification without income amount or date.

PROOF OF INCOME

SSI/SSP

**SUPPLEMENTAL SECURITY INCOME/STATE
SUPPLEMENTARY PAYMENTS**

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF APPLICATION INTAKE DATE. Overpayment adjustments are to be included.

- Copy of check.
- Payee's (income recipient) letter of verification showing income amount.
- Notice of planned action.
- Copy of bank statement showing direct deposit.
- Computer printout stating the current monthly amount.

Note: For the following items, DO NOT look at the date of the document. You must look at dates covering benefits within the document to determine eligibility. These dates must be current.

- Annual benefit letter with current dates (i.e., date of letter is 12/04 but letter states applicant will receive \$\$ beginning 1/05.)
- Computer printout or letter that states the current annual benefit amount
- Form 2458 completed by Social Security Office.

UNACCEPTABLE

Note: Do not include as income the SSI recipient's funds received for caregiver service providers of the following programs: In-Home Supportive Services or the Pass Program

- Outdated or altered information.
- Benefit letter with no income amount or date.
- Payee's letter of verification not showing income amount.
- Medi-Cal stickers/cards.

PROOF OF INCOME

SSA

SOCIAL SECURITY ADMINISTRATION

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

Overpayments adjustments must not be Deducted

- Copy of check.
- Payee's (income recipient) letter of verification showing income amount.
- Notice of planned action.
- Copy of bank statement showing direct deposit.
- Computer print-out stating the current monthly amount.
- SSA Form 1099 (Only acceptable if intake date is within the 6 week period following January 1, 2004.)

Note: For the following items, DO NOT look at the date of the document. You must look at dates covering benefits within the document to determine eligibility. These dates must be current.

- Annual benefit letter with current dates (i.e., date of letter is 12/04, but letter states applicant will receive \$\$ beginning 1/05).
- Computer printout or letter that states the current annual benefit amount
- Form 2458 completed by Social Security Office.
- HUD statement from Department of Housing with a Social Security amount.

UNACCEPTABLE

Note: Medicare premiums are not considered income and must be deducted from total gross amount.

- Outdated information.
- Benefit letter with no income amount or date.
- Payee's letter of verification not showing income amount.
- Medicare stickers/cards.

PROOF OF INCOME

PENSIONS AND ANNUITIES

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of check.
- Copy of bank statement showing direct deposit.

Note: For the following items, DO NOT look at the date of the document. You must look at dates covering benefits within the document to determine eligibility. These dates must be current.

- Pension verification (i.e., letter or printout. Time frame of benefit must be current).
- Annual statement from pension plan.
- Form 1099. (Only acceptable if intake date is within the 6 week period following January 1, 2004.)

UNACCEPTABLE

- Outdated or altered information.
- Benefit letter with no income amount or date.

PROOF OF INCOME

WAGES/EARNED INCOME

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of check(s) showing gross amount.
- Current copy of pay stub(s) covering 1 month of gross income (using necessary formulas).
- Letter from employer with gross amount and current time frame.
- Notice of Action showing earned income.
- HUD statement from Department of Housing with annual income amount.

UNACCEPTABLE

- Outdated information.
- Information without dates.
- Copy of check(s) showing net amount only.
- Federal and State Tax Forms (exception: self-employed).
- W2 Forms.
- Non-consecutive pay stubs. (If unable to determine monthly gross.)
- Employers' letter not showing gross income amount.
- Food Stamp verification with no dollar amount listed.
- Renter's Credit Form.
- Copy of bank statement.
- Military pay showing base pay only.

PROOF OF INCOME

INTEREST/DIVIDEND INCOME

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Current statement(s) from financial institution(s).
- Current copy of financial statement(s) showing direct deposit.
- Current copy of check(s).

UNACCEPTABLE

- Outdated information.
- Information without a date.
- Financial statement(s) without a dollar amount listed.
- Federal and State Tax Forms.

PROOF OF INCOME

WORKER'S COMPENSATION

DISABILITY/UNEMPLOYMENT BENEFITS

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of current check(s).
- Current check stub(s).
- Current printout.
- Current award letter.

UNACCEPTABLE

- Outdated information.
- Information without a date.
- Award letter without income/date.

PROOF OF INCOME

CHILD/SPOUSE/INDIVIDUAL SUPPORT

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Current court documents.
- Current copy of check(s).
- Current signed and dated statement from person providing support.
- Current Notice of Action indicating supportive measures.

UNACCEPTABLE

- Outdated information.
- Statement without dollar amount or date.
- Unsigned written statement.
- Federal and State Tax Forms.

PROOF OF INCOME

VETERANS' BENEFITS

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Copy of check.
- Current letter of verification from the Department of Veterans Affairs.
- Current copy of bank statement showing direct deposit.

Note: For the following item, DO NOT look at the date of the document. You must look at dates covering benefits within the document to determine eligibility. These dates must be current.

- Annual benefit letter with current dates (date of letter is 12/03, but letter states applicant will receive \$\$ beginning 1/04).

UNACCEPTABLE

- Outdated or altered information.
- Benefit letter without income amount or date.

PROOF OF INCOME

STUDENT FINANCIAL AID

GRANTS, SCHOLARSHIPS, WORK STUDY AND LOANS

ACCEPTABLE

NOTE: All forms of student assistance, other than loans, are considered income, including grants, scholarships, work-study, tuition paid by grants or scholarships, stipends. If aid consists of loans only, set the applicant's income at zero (0)

One or more of the following may be required:

- Financial Aid statement from college/university.
(Divide the annual grant amount by the time frame of the grant. Example: If a student provides a total Fall and Spring grant amount, divide by 9. If only Fall or Spring, divide by 4.5.)
- Letter of support showing an amount.
- Current check stub(s).
- Current Notice of Action.

UNACCEPTABLE

Note: Student loans are NOT considered income and must be deducted when included in total income.

- Outdated or altered information.
- Copy of check(s) showing net amount only.
- Letter of support without dollar amount or date.

SELF-EMPLOYMENT

ACCEPTABLE

- Current signed 1040 Federal Tax Form.

Must show a dollar amount, either on line 12 or 17, to be valid income verification for self-employed. Tax Form 1040 is acceptable until next year's filing date. 2003 Income Tax Form is good until April 15, 2005.

When using a 1040 Tax Form, calculate monthly gross income for self-employed by dividing the amount on line 31 by 12 months. If line 31 is zero or a negative amount, set the income amount on the application to zero (0).
- Current copy of ledger or journal (Handwritten information is acceptable).
- Signed self-employment statement showing month, gross receipts, gross expenses, and net income.

UNACCEPTABLE

- Outdated or altered information.
- Unsigned 1040 Federal Income Tax Form.

PROOF OF INCOME

OTHER SOURCES OF INCOME

ACCEPTABLE

NOTE: PROOF OF INCOME FOR THESE ITEMS MUST BE CURRENT TO WITHIN 6 WEEKS OF THE APPLICATION INTAKE DATE.

- Current receipts for recycled materials.
- Current receipts or statement for odd jobs with a dollar amount and date.
- Self-certification statement of zero (0) income.
- Net rental income (total rental income less utility costs).

❖ Example: If total rent is \$300.00 and utility cost is \$200.00 then the net income is \$100.00.

UNACCEPTABLE

Note: Applicants that may not have income for a qualifying month. Pending income or pending assistance will not be considered income. This is considered zero income and the income on the application should be set at zero (0).

- Outdated or altered information.
- Receipts or statement without a dollar amount or date.

THE FEDERAL REGISTER DEFINES INCOME AS FOLLOWS:

Money, Wages, and Salary
Capital Gains
Receipts from Own Unincorporated
Business, Professional Enterprise, or Partnership, after Deductions for
Business Expenses
Social Security
Railroad Retirement
Strike Benefits from Union Funds
Worker's Compensation
Veterans' Payments
Unemployment Compensation
Training Stipends
Emergency Assistance Money Payments
Public Assistance, TANF, SSI, GA, GR
Alimony
Child Support
Military Family Allotments
Military Retirement
Any regular support from an absent family member or someone who is
not living in the household.
Government Employee Pensions
Regular Insurance or Annuity Payments
Private Pensions
College/University Scholarships, Grants, Fellowships, and Family
Assistance
Dividends/Interest
Net Rental Income
Net Royalties
Periodic Receipts from Estates or Trusts
Net Gambling or Lottery Winning

THE FEDERAL REGISTER DOES NOT CONSIDER THE FOLLOWING AS INCOME:

Draw down from Reverse Mortgage
The sale of property (car or house)
Tax Refunds
Gifts
Loans
Lump sum Inheritances
One-time Insurance Payments
Compensation for Injury
Employer or Union-paid Portion of Health Benefits
Fringe Benefits
Withdrawal from Savings
Food or housing received in lieu of wages.
Federal Non-cash Benefit Programs
 (Medicare, Medicaid, Food Stamps
 School Lunches, Housing Assistance)
The value of food and fuel produced and consumed on farms
The imputed value of rent from owner-occupied non-farm or farm
 housing.

Energy Bill

The utility bill provides documentation of the physical address, energy costs and valuable utility account information to ensure the delivery of cash assistance benefits by means of direct payment.

P R I O R I T I Z A T I O N

The federal government enacted a law requiring that states target households with low-incomes and high energy costs, taking into consideration households with elderly and disabled persons, and children under six. This means there could be households that received assistance in the past and will no longer receive assistance because they fall into a low priority group and are not considered among the neediest of the needy. Agencies are required to prioritize the delivery of services in accordance to approved "Prioritization Plans" (Exhibit H). Goals are a reflection of the agency's priority plan for delivery of services.

All agency staff should be familiar with the priority plan and forecasted goals. All applications should be screened and evaluated using your agency's priority plans. Documentation of this evaluation should be documented by entering the assigned point value on the intake form. Your agency's approved Prioritization Plan and annual goals can be viewed in CLASS with an ADM access code, by clicking on the Agency Profile Menu button, and selecting either the HEAP or FAST TRACK Priority Plan "OK" button.

GENERAL GUIDELINES TO FOLLOW WHEN DETERMINING ENERGY BURDEN

Please ask applicants to bring or submit all of their energy utility bills for a one-month period (gas and electric, wood and propane, or any combination thereof), if applicable. However, only the bill for the company receiving the assistance is required.

In instances where a household is unable to obtain a copy of a secondary energy bill, it is acceptable to have the applicant estimate the cost of their absent energy bill(s). This estimation should be documented and maintained in the client's file. HEAP assistance can only be made to a utility company where a bill is present.

Use all energy utility costs for a one-month period (gas and electric, wood and propane) when calculating energy burden. Use the entire amount owed for the current one-month period. This can include the usage amount, surcharges and/or taxes. Do not include arrearages

For households who submit more than one valid energy utility bill, the HEAP benefit amount can be applied to only one company. Applicants will continue to select the utility company that will receive the HEAP or Fast Track benefit.

If an applicant fails to specify a utility provider, the HEAP assistance should be applied to the household's primary energy provider.

ESTIMATING ENERGY BURDEN FOR SUBSIDIZED HOUSING

CSD policy does allow for estimating energy costs for clients with energy charges included in rent only when the landlord is unwilling or unable to provide documentation on the portion of rental charges that are being applied to utilities.

A resident participating in a Housing and Urban Development (HUD) Housing Assistance Program, that is 100% or fully subsidized, meaning they do not pay any portion of their rent, would not be eligible for the program. Examples would be shelters, nursing homes, prisons etc. However, if the client is responsible for paying a portion or all of the rental (utilities included in rent) charges, it is reasonable to assume that the client incurs an out of pocket expense for energy costs, and is eligible to participate in LIHEAP.

The following is a brief summary of two acceptable methods that can be used with estimating energy charges for clients with utility charges included in rent:

- Use the known costs of a similar building in the surrounding area.
- Using the average energy burden percentage of previously served clients with energy charges, use this percentage as a “predetermined percentage” for estimating purposes. For example:
 - The average energy burden of previously served clients in like circumstances with utility charges included in rent is 15%.
 - A client residing in HUD assisted housing has a rental out of pocket fee of \$200, and the client’s landlord is unwilling to provide energy cost information.
 - Client income is \$700
 - Using 15%, the average energy burden of previously served clients, as the “predetermined percentage” when estimating the client’s household energy burden.
 - Multiply the client’s rent by the 15% factor to determine an estimated energy cost amount: $15\% \times \$200 = \30.00
 - **\$30 divided by \$700 = 4.29% energy burden**

ENERGY BILLS MUST INCLUDE:

- Service address
- Account number
- Name of the utility company
- Customer's name
- The dollar amount of a full month's energy costs (at least 22 days)
- For Fast Track application, the total amount due on the bill

ACCEPTABLE

Note: In rural areas, the service address can be descriptive (Example: 3rd house on the left, past the gas station, etc...).

- Energy bill(s) must contain a billing period current to within 6 weeks of the application intake date.
- Must be able to determine the amount of the household's current energy costs.
- Acceptable energy bills include current, delinquent, shut-off notices, or energy statement/print-outs that indicate usage without added fees. Some exceptions may apply. Please contact the Help Desk for assistance.

UNACCEPTABLE

- Opening bills (if less than 22 days) some exceptions may apply. Please contact the Help Desk for assistance.
- Closing bills
- Altered bills
- Service address on the utility bill does not match the applicant's service address
- Outdated utility bill

ENERGY COSTS THAT ARE INCLUDED IN RENT, SUBMETERED, OR OTHER PRIMARY SOURCES OF ENERGY

Documentation must include:

- Date
- Tenant/Customer's Name
- Service Address
- The amount of rental charges covering energy expenses
- Landlord's signature
- Photocopied and faxed letters of utility cost verification
 - Agency must keep a dated copy with a wet signature on file for each multi-family dwelling. Letter must contain service address, date, and the location of the original signature.
 - This document maybe photocopied for insertion into the client file of other tenants in that building.
 - A newly signed landlord letter must be obtained each program year.

ACCEPTABLE

**NOTE: DOCUMENTATION PROOF MUST BE
WITHIN THE CURRENT TO WITHIN ONE
YEAR OF APPLICATION INTAKE DATE.**

- Must indicate the dollar amount of the applicant's monthly rent that is applied towards energy costs.
- Rental agreement that indicates utilities included in rent
- Rental receipt that indicates utilities included in rent
- Original or faxed letter signed by landlord/manager
- HUD statement showing zero utility allowance

- Billing services statement that indicates submetered

UNACCEPTABLE

- Documents that do not show energy charges
- Documents that have been altered
- Outdated information
- Landlord statements that are unsigned
- Letter that does not indicate customer name and apartment number if applicable

Payments

Fast Track

Fast Track payments shall only be made where an emergency energy-related crisis exists. Applicants must receive energy services from one of the following energy providers: utility companies; mobile home parks that own their own power source; or submetering billing services with legal authority to shut-off utility services. An emergency energy related crisis does not exist if the cost of energy is included in the applicant's rent, in which case Fast Track payments shall not be made.

Criteria for Fast Track Payments, one or more of the following:

- Proof of utility shutoff notice
- Proof of energy termination
- Insufficient funds to establish a new energy account
- Energy related crisis or life-threatening emergency exists within the applicant's household

Documentation of the energy related crisis must be maintained in the client file.

Resources from CSD

HEAP and Fast Track Files

Help Desk Staff Contacts

Intake Forms

Fact Sheets

Documentation Calendar

Client Files

HEAP and Fast Track client files must contain specific documents and must be retained for 3 years

HEAP GAS AND ELECTRIC

- Completed and signed intake form. The applicant name and signature must be the same person. The applicant does not need to be the customer on the utility bill. Priority points should be entered in the space provided on the top of the intake form.
- Copy of the utility bill from the company that will receive the HEAP payment. It is important to collect bills from all sources of energy used in the household, to determine the actual energy burden. However, copies of all sources are not required.
- Copies of the proof of income (please see Section 3 for examples).
- Verification of energy conservation education and budget counseling
- If the agency is required to verify citizenship, the file must contain proof as directed.

FAST TRACK GAS AND ELECTRIC

- Must contain all of the above.
- Proof of energy crisis, such as a shut off notice, proof that services have been disconnected, or a deposit is needed to establish services.

CSD DOES NOT REQUIRE A COPY OF THE SOCIAL SECURITY CARD OR DRIVERS LICENSE. It is at the agencies discretion to include these documents in the intake package.

Department of Community Services and Development CLASS Help Desk

Dianna Molina, LIHEAP Program Analyst

(916) 341-4320 – dmolina@csd.ca.gov

C L A S S H E L P D E S K S T A F F

Vernita Faison, Supervising Program Technician II

(916) 341-4205 - vfaison@csd.ca.gov

Help Desk Fax (916) 341-4207

Mary Rhine, Program Technician II

(916) 341-4208 - mrhine@csd.ca.gov

Amador-Tuolumne Community Action Agency (001)
Central Valley Opportunity Center, Inc. (014)
Community Resource Project (017)
Community Services & Employment Training Inc. (018)
Contra Costa County Community Services Department (019)
Economic & Social Opportunity, Inc. (023)
Fresno County Economic Opportunities Commission (027)
Great Northern Corporation (029)
Inyo Mono Advocates for Community Action, Inc. (034)
Kern County Economic Opportunity Corporation (037)
Kings Community Action Organization, Inc. (038)
Madera County Community Action Committee, Inc. (044)
Maravilla Foundation (045)
Mariposa County Housing & Community Development Agency (048)
Metropolitan Area Advisory Committee (050)
North Coast Energy Services (057)
Orange County Community Development Council, Inc. (062)
Pacific Asian Consortium in Employment (063)
Redwood Community Action Agency (072)
San Bernardino County Community Services Dept. (078)
Economic Opportunity Council of San Francisco (079)
San Joaquin County Department of Aging & Community Services (204)
Riverside County Department of Community Action (073)

C S D R E S O U R C E S

Albert Cobian, Program Technician II
(916) 341-4209 - acobian@csd.ca.gov

Butte County Community Action Agency (005)
California Human Development Corporation (008)
Campesinos Unidos, Inc. (010)
Del Norte Senior Center (021)
El Dorado County Dept. of Community Services (024)
Glenn County Human Resource Agency Comm. Div. (028)
Community Action Marin (046)
Merced County Community Action Agency (049)
Nevada County Community Action Agency (056)
Plumas County Community Development Commission (067)
Project Go, Inc. (068)
San Benito County Community Action Agency (077)
Economic Opportunity Commission of San Luis Obispo County, Inc. (080)
Community Action Agency of San Mateo County, Inc. (081)
Community Action Commission of Santa Barbara County (082)
Community Action Board of Santa Cruz County, Inc. (083)
Self-Help Home Improvement Project, Inc. (085)
TEACH Inc. (093)
Ventura County Commission on Human Concerns (096)
Veterans in Community Services, Inc. (097)
Spectrum Community Services, Inc. (229)
Community Enhancement Services (278)
City of Berkeley (228)

P A Y M E N T R E S O L U T I O N U N I T S T A F F

Patsy Esposito, Program Analyst

(916) 341-4274 – pesposit@csd.ca.gov

Stella Avila, Payment Technician

(916) 341-4255 – savila@csd.ca.gov

SAN DIEGO ZIP CODE LISTING

(See Zip Code Listings below to identify location)

MAAC (S) South:	Call 619/472-2900	M-F: 8:00-5:00
MAAC (E) East:	Call 619/588-4323	M-F: 8:00-5:00
CUI (San Marcos N):	Call 760/744-2155	M-F: 8:00-4:00
CU (Downtown S.D.):	Call 619/239-1380 1-800-3711380	M-F: 8:00-4:00

Elderly and disable can write in for HEAP at CUI - Downtown address 1706 5th Ave. Ste. #207 San Diego CA 92101

91901 MAAC (E)	91977 MAAC (E)	92037 CUI	92083 CUI	92118 CU
91902 MAAC (S)	91978 MAAC (E)	92040 MAAC (E)	92084 CUI	92119 CU
91905 MAAC (E)	91980 MAAC (E)	92053 MAAC(S)	92086 CUI	92120 CU
91906 MAAC (S)	92003 CUI	92054 CUI	92101 CU	92121 CU
91910 MAAC (S)	92004 CUI	92055 CUI	92102 CU	92122 CU
91911 MAAC (S)	92007 CUI	92056 CUI	92103 CU	92123 CU
91913 MAAC (S)	92008 CUI	92059 CUI	92104 CU	92124 CU
91915 MAAC (E)	92009 MAAC (E)	92060 CUI	92105 CU	92125 MAAC (E)
91916 MAAC (E)	92014 MAAC (E)	92061 CUI	92106 CU	92126 CUI
91931 MAAC (E)	92017 MAAC (E)	92064 CUI	92107 CU	92127 CUI
91932 MAAC (S)	92019 MAAC (E)	92065 CUI	92108 CU	92128 CUI
91934 MAAC (E)	92020 MAAC (E)	92066 MAAC (E)	92109 CU	92129-30 CUI
91935 MAAC (E)	92021 MAAC (E)	92067 CUI	92110 CU	92131 CUI
91941 CU	92022 MAAC (E)	92068 CUI	92111 CU	92133 CUI
91942 CU	92024 CUI	92069 CUI	92112 CU	92135 MAAC (E)
91945 CU	92025 CUI	92070 CUI	92113 MAAC (S)	92137 CUI
91947 MAAC (E)	92026 CUI	92071 MAAC (E)	92114 MAAC (S)	92139 MAAC (S)
91948 MAAC (E)	92027 CUI	92075 CUI	92115 CU	92145 CU
91950 MAAC (S)	92028 CUI	92079 MAAC (S)	92116 CU	92154 MAAC (S)
91963 MAAC (E)	92036 CUI	92082 CUI	92117 CU	92173 MAAC (S)

ZIP CODE LISTING FOR LOS ANGELES CONTRACTORS

Community Enhancement Services (CES)	(323)850-3321	8:30 to 5:00 M-F
Maravilla Foundation (MARA)	(323)721-4162	M-W 9-11 a.m. & 2-3:30 p.m.
Pacific Asian Consortium in Employment (PACE)	(213) 989-3215	8:00 to 4:30 M-F
	(213) 353-1226	24 Hour Recorder
Veterans in Community Services (VICS)	(562)204-0515 thru	8:00 to 12:00 -
	0519 & 0522,23,24	1:00 to 3:00 Tu-Th only

ZIP CODE	AGENCY	ZIP CODE	AGENCY	ZIP CODE	AGENCY	ZIP CODE	AGENCY
90001-03	PACE	90230-33	CES	91009-12	MARA	91500	MARA
90004-05	MARA	90239-42	VICS	91016-17	MARA	91501-2	CES
90006-09	PACE	90245	PACE	91020-21	MARA	91503	MARA
90010	MARA	90247-51	PACE	91023-25	MARA	91504-6	CES
90011-15	PACE	90254	PACE	91030-31	MARA	91507-08	MARA
90016	MARA	90255	VICS	91040-43	CES	91510	MARA
90017	PACE	90260-61	PACE	91046	MARA	91521-23	CES
90018-20	MARA	90262	VICS	91066-77	MARA	91555	MARA
90021	PACE	90263-65	CES	91100-18	MARA	91600-10	CES
90022-23	MARA	90266-67	PACE	91200	MARA	91614-17	CES
90024-29	CES	90270	MARA	91201-08	CES	91702	VICS
90026	MARA	90272	CES	91209	MARA	91706	VICS
90030	PACE	90274-75	VICS	91210	CES	91711	VICS
90031-33	MARA	90277-78	PACE	91214	MARA	91714-16	VICS
90034-35	MARA	90280	VICS	91221-22	MARA	91722-24	VICS
90036	CES	90290-96	CES	91224-26	MARA	91731-34	VICS
90037	PACE	90300-12	PACE	91301-09	CES	91740-41	VICS
90038-39	CES	90400-11	CES	91310	MARA	91744-50	VICS
90040-42	MARA	90500-10	PACE	91311-13	CES	91754-55	MARA
90043-45	PACE	90601-10	VICS	91316	CES	91765-70	VICS
90046	CES	90631	VICS	91321-22	MARA	91773	VICS
90047	PACE	90637-38	VICS	91324-28	CES	91775-78	MARA
90048-49	CES	90640	MARA	91331-37	CES	91780	VICS
90050-55	PACE	90650-52	VICS	91340-46	CES	91788-93	VICS
90056	CES	90660-62	VICS	91350-51	MARA	91800-99	MARA
90057	PACE	90670-71	VICS	91352-53	CES	93243	MARA
90058	MARA	90701-04	VICS	91354-55	MARA	93510	MARA
90059-62	PACE	90706-07	VICS	91356-57	CES	93532	MARA
90063	MARA	90710-17	VICS	91361-62	CES	93534-36	MARA
90064	CES	90723	PACE	91364-67	CES	93539	MARA
90065	MARA	90731-34	VICS	91372	CES	93543-44	MARA
90066-69	CES	90744	VICS	91376	CES	93550-53	MARA
90071	PACE	90745-47	PACE	91380-87	MARA	93563	MARA
90077	CES	90748	VICS	91390	MARA	93563	MARA
90094	CES	90749	PACE	91392-96	CES	93585-86	MARA
90201-02	MARA	90755	VICS	91400-13	CES	93590-91	MARA
90203	CES	90800-53	VICS	91416	CES		
90209-13	CES	91001-03	MARA	91423	CES		
90220-24	PACE	91006-07	MARA	91426-36	CES		